Virginia's Roadmap for Implementing IT Accessibility

April 19 , 2006

"Deployment of accessible technology, including websites, serves all Virginians, regardless of ability/disability, and fulfills the vision of citizen-centric government using information technology."

- Lem Stewart, CIO of the Commonwealth

Welcome

Paul E. Lubic, Jr.,

Associate Director,

Technology Applications,

Architecture & Strategy

Agenda

8:30 – 9:30 AM	**Sign-in** GRCC Room E 11 A & B **Refreshments & Exhibit Preview** GRCC Room E 11 C
9:30 – 9:50 AM	**Welcome** Mr. Paul E. Lubic, Jr., Associate Director, Virginia Information Technologies Agency **Opening Remarks** The Honorable Marilyn B. Tavenner, Secretary of Health & Human Resources The Honorable Aneesh Chopra, Secretary of Technology Mr. James A. Rothrock, Commissioner, Department of Rehabilitative Services
9:50 – 10:05 AM	**Introduction** Mr. Ken Knorr, Director, Virginia Assistive Technology Systems
9:50 – 10:05 AM	**Virginia's Accessibility Requirements for Electronic & Information Technology** Ms. Linda Harris, JD, Disability Services Administration, Tidewater Community College
10:05 – 10:55 AM	**Understanding IT Accessibility Requirements** Ms. Debra Ruh, TecAccess, Founder & President
10:55 – 11:15 AM	**Break, Exhibit & Refreshments** E 11 C
11:15 – 12:00	**Implementing Section 508 Throughout the United States Patent and Trademark Office** Mr. Fred DiFiore, Director of Section 508 & 504 Compliance, USPTO Mr. Tamas Babinszki, Senior Accessibility Engineer, USPTO
12:00 – 12:30 PM	**Questions**
12:30 – 1:30 pm	**Break, Exhibit & Refreshments** E 11 C

Opening Remarks

The Honorable Marilyn B. Tavenner, Secretary of Health & Human Resources

Opening Remarks

The Honorable Aneesh Chopra, Secretary of Technology

Opening Remarks

Mr. Kenneth H. Knorr,

Director,

Virginia Assistive Technology System (VATS)

Opening Remarks

Mr. James A. Rothrock,

Commissioner,

Department of Rehabilitative Services

Accessibility Requirements

Virginia's Accessibility Requirements for Electronic and Information Technology

Linda W. Harris, JD
Disability Services Administration
Tidewater Community College

Accessibility Requirements

- Virginia's Accessibility Requirements for Electronic and Information Technology:
  - Meet, but do not exceed, the Federal requirements of Section 508 of the Rehabilitation Act;
  - Create binding and enforceable provisions;
  - Require technical standards be used in all electronic and information technology (EIT) acquisitions;
  - Do not eliminate the requirement for reasonable accommodation.

Accessibility Requirements (cont.)

Non Visual Access Requirement versus New Accessibility Standards

- **Non Visual Access**
  - **Requires only that the product have non-visual access and does not provide standards**

- **Accessibility Requirements**
  - **Require that acquisitions of electronic and information technology meet specific technical standards**
  - **Ensure that all individuals with disabilities have equal or equivalent access**

Accessibility Requirements (cont.)

- Why are they important?
  - Eliminate barriers for people with disabilities
  - Benefit everyone
    - Prepares for changing workforce
  - Achieve legal compliance
    - Minimizes risk of complaints

Accessibility Requirements (cont.)

Let’s Look at the Law

Accessibility Requirements (cont.)

CHAPTER 237

An Act to amend and reenact § 2.2-2012 of the Code of Virginia, relating to accessibility standards for information technology and telecommunications procurements.

[H 1360]

Approved March 29, 2004

Enacted by the General Assembly of Virginia:

Accessibility Requirements (cont.)

- That § 2.2-2012 of the Code of Virginia is amended and reenacted as follows:

Procurement of information technology and telecommunications goods and services; computer equipment to be based on performance-based specifications.

A. Information technology and telecommunications goods and services of every description shall be procured by (i) VITA for its own benefit or on behalf of other state agencies and institutions or (ii) such other agencies or institutions to the extent authorized by VITA.

Accessibility Requirements (cont.)

Such procurements shall be made in accordance with the Virginia Public Procurement Act (§ 2.2-4300 et seq.), regulations that implement the electronic and information technology accessibility standards of the Rehabilitation Act of 1973 (29 U.S.C. § 794d), as amended, and any regulations as may be prescribed by VITA. In no case shall such procurements exceed the requirements of the regulations that implement the electronic and information technology accessibility standards of the Rehabilitation Act of 1973, as amended.

Accessibility Requirements (cont.)

- **Virginians with Disabilities Act**
  - § 51.5-1. It is the policy of this Commonwealth to encourage and enable persons with disabilities to participate fully and equally in the social and economic life of the Commonwealth and to engage in remunerative employment.

Accessibility Requirements (cont.)

- **To these ends, the General Assembly directs the Governor [and the following agencies]…to provide, in a comprehensive and coordinated manner which makes the best use of available resources, those services necessary to assure equal opportunity to persons with disabilities in the Commonwealth.**

Virginia Office for Protection and Advocacy, Department for the Aging, Department for the Deaf and Hard-of-Hearing, Department of Education, Department of Health, Department of Housing and Community Development

Department of Mental Health, Mental Retardation and Substance Abuse Services, Board for Rights of Virginians with Disabilities, Department of Rehabilitative Services, Department of Social Services, Department for the Blind and Vision Impaired

Accessibility Requirements (cont.)

- **E&IT Examples include:**
  - Telephones
  - Information Kiosks
  - Transaction Machines
  - Multimedia and Video (videos, CD, web)
  - Websites (Internet and Intranet)
  - Services (including support services and maintenance)
  - Computers
  - Software
  - Firmware and Similar Products
  - Office Equipment (i.e., copiers/fax machines)
  - Ancillary Equipment
  - Related Resources
- **Information Documentation and Support**
  - User guide and technical support

Accessibility Requirements (cont.)

- **What E&IT is not:**
  - EIT does NOT include any equipment that contains embedded information technology that is used as an integral part of the product, but the principal function of which is not the acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information.

Understanding Accessibility Requirements

Debra Ruh

TecAccess – Founder and President

Understanding Accessibility Requirements (cont.)

- **Software Applications & Operating Systems (AS Section 3.2.1)**
  - Most of the requirements for software pertain to usability for people with vision impairments.
  - Other provisions address animated displays, color and contrast settings, flash rate, and electronic forms, among others.

Understanding Accessibility Requirements (cont.)

- **Software Applications & Operating Systems (AS Section 3.2.1)**
  - –(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.

Understanding Accessibility Requirements (cont.)

- **Software Applications & Operating Systems (AS Section 3.2.1) (Cont.)**
  - (b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards.
  - Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.

Understanding Accessibility Requirements (cont.)

- **Software Applications & Operating Systems (AS Section 3.2.1) (Cont.)**
  - (c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that assistive technology can track focus and focus changes.

Understanding Accessibility Requirements (cont.)

- **Software Applications & Operating Systems (AS Section 3.2.1) (Cont.)**
  - (d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to assistive technology. When an image represents a program element, the information conveyed by the image must also be available in text.

Understanding Accessibility Requirements (cont.)

- **Software Applications & Operating Systems (AS Section 3.2.1) (Cont.)**
  - (e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.

Understanding Accessibility Requirements (cont.)

- **Software Applications & Operating Systems (AS Section 3.2.1) (Cont.)**
  - (f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.

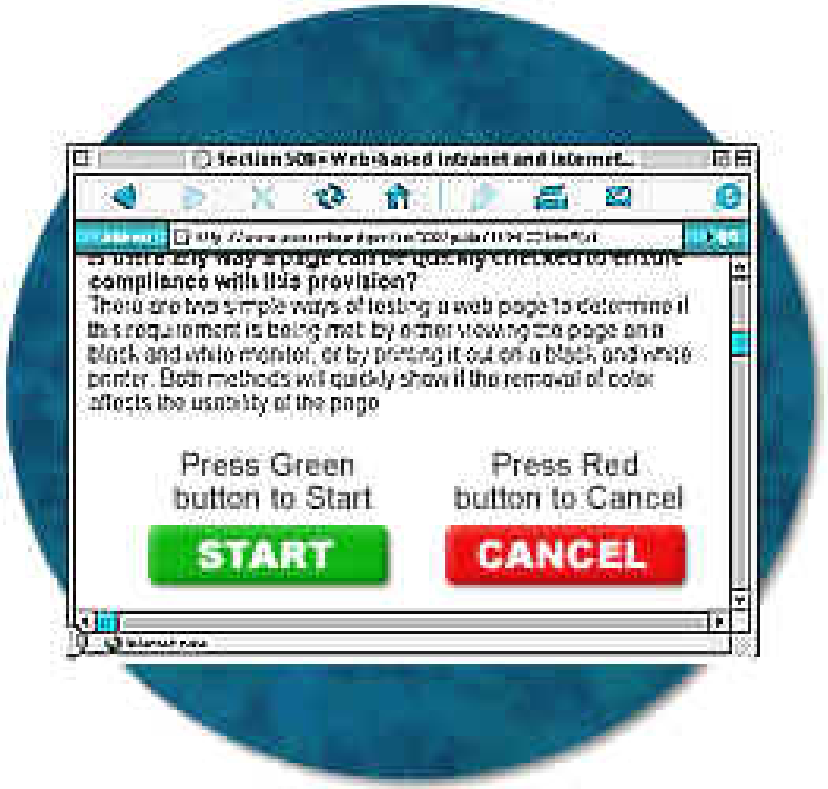
Understanding Accessibility Requirements (cont.)

- **Software Applications & Operating Systems (AS Section 3.2.1) (Cont.)**
  - (g) Applications shall not override user selected contrast and color selections and other individual display attributes.
  - (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.

Understanding Accessibility Requirements (cont.)

- **Software Applications & Operating Systems (AS Section 3.2.1) (Cont.)**

  (i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.



Understanding Accessibility Requirements (cont.)

- **Software Applications & Operating Systems (AS Section 3.2.1) (Cont.)**
  - (j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.
  - (k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.

Understanding Accessibility Requirements (cont.)

- **Telecommunications Products (AS Section 3.2.3)** ***(Accessibility in this Section is typically achieved through procurement of compliant products)***
  - The requirements of this section are designed primarily to ensure access to people with hearing impairments.
  - This includes compatibility with hearing aids, cochlear implants, assistive listening devices, and teletypewriters (TTYs).

Understanding Accessibility Requirements (cont.)

- **Telecommunications Problems & Solutions (AS Section 3.2.3) (Cont.)**
  - **Problem:** The voice channels on VoIP systems may be unable to transport TTY tones reliably.
  - **Users' needs:** People must be able to use standard TTYs. It must be possible to intermix text and voice on the same call.
  - **Key capability that already existed:** VoIP systems use a non-audio mechanism ("RFC-2833") to transport "touch tone" signals.

Understanding Accessibility Requirements (cont.)

- **Telecommunications Products (AS Section 3.2.3) (Cont.)**
  - (a) Telecommunications products, which include voice communication functionality, shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.

Understanding Accessibility Requirements (cont.)

- **Telecommunications Products (AS Section 3.2.3) (Cont.)**
  - (b) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users either through direct TTY access or through use of the relay service and by Voice Carry over (VCO), Hearing Carry over (HCO), and Speech To Speech users through the relay service

Understanding Accessibility Requirements (cont.)

- **Telecommunications Products (AS Section 3.2.3) (Cont.)**
  - (c) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.

Understanding Accessibility Requirements (cont.)

- **Telecommunications Products (AS Section 3.2.3) (Cont.)**
  - (d) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.

Understanding Accessibility Requirements (cont.)

- **Telecommunications Products (AS Section 3.2.3) (Cont.)**
  - (e) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use if the volume is capable of greater than 18 dB of gain.

Understanding Accessibility Requirements (cont.)

- **Telecommunications Products (AS Section 3.2.3) (Cont.)**
  - (f) Where a telecommunications product delivers output by an audio transducer, which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.

Understanding Accessibility Requirements (cont.)

- **Telecommunications Products (AS Section 3.2.3) (Cont.)**
  - Products which have mechanically operated controls or keys, shall comply with the following:
    - Controls and keys shall be tactilely discernible without activating the controls or keys.
    - Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.
    - If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. The key repeat rate shall be adjustable to 2 seconds per character.
    - The status of all locking or toggle controls or keys shall be visually discernible and discernible through touch or sound.

Understanding Accessibility Requirements (cont.)

- **Video & Multimedia Products (AS Section 3.2.4)** ***(Accessibility in this Section is typically achieved through procurement of compliant products)***
  - Multimedia products involve more than one media and include, but are not limited to, video programs, narrated slide production, and computer-generated presentations.
  - This Section addresses caption decoder circuitry and secondary audio channels for television tuners, including tuner cards for use in computers.
  - This Section also requires captioning and video description for certain training and informational multimedia productions developed or procured by Commonwealth agencies in accordance with a time schedule.
  - This Section also provides that viewers are able to turn captioning or video description features on or off.

Understanding Accessibility Requirements (cont.)

- **Video & Multimedia Products (AS Section 3.2.4) (Cont.)**
  - (a) Equipment that includes a DTV (digital television) receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.

Understanding Accessibility Requirements (cont.)

- **Video & Multimedia Products (AS Section 3.2.4) (Cont.)**
  - (b) Television tuners, including tuner cards for use in computers, shall be stereo and equipped with secondary audio program playback circuitry.

Understanding Accessibility Requirements (cont.)

- **Video & Multimedia Products (AS Section 3.2.4) (Cont.)**
  - (c) Training and information video and multimedia products, excluding television broadcasts and live Webcasts that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.
  - (d) Training and informational video and multimedia products, excluding television broadcasts and live Webcasts that contain visual information necessary for the comprehension of the content, shall be Alternatively Described

Understanding Accessibility Requirements (cont.)

- **Video & Multimedia Products (AS Section 3.2.4) (Cont.)**
  - (e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.
  - (f) Television broadcasts, both live and pre-recorded, are subject to all the rules and regulations as specified by the Federal Communications Commission (FCC) regarding the inclusion of captioning and video descriptions.

Understanding Accessibility Requirements (cont.)

- **Self-Contained, Closed Products (AS Section 3.2.5)** ***(Accessibility in this Section is typically achieved through procurement of compliant products)***
  - This section deals with products that generally have embedded software and are commonly designed in such a fashion that a user could not easily attach or install assistive technology.
  - These products include, but are not limited to, information kiosks and information transaction machines, copiers, printers, fax machines, and voting machines.

Understanding Accessibility Requirements (cont.)

- **Self-Contained, Closed Products (AS Section 3.2.5) (Cont.)**
  - (a) Self-contained products shall be usable by people with disabilities without requiring an end-user to attach assistive technology to the product. Personal headsets for private listening are not assistive technology.
  - (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.

Understanding Accessibility Requirements (cont.)

- **Self-Contained, Closed Products (AS Section 3.2.5) (Cont.)**
  - (c) Where a product utilizes touch-screens or contact-sensitive controls, an alternative input method shall be provided.

Understanding Accessibility Requirements (cont.)

- **Self-Contained, Closed Products (AS Section 3.2.5) (Cont.)**
  - (d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.

Understanding Accessibility Requirements (cont.)

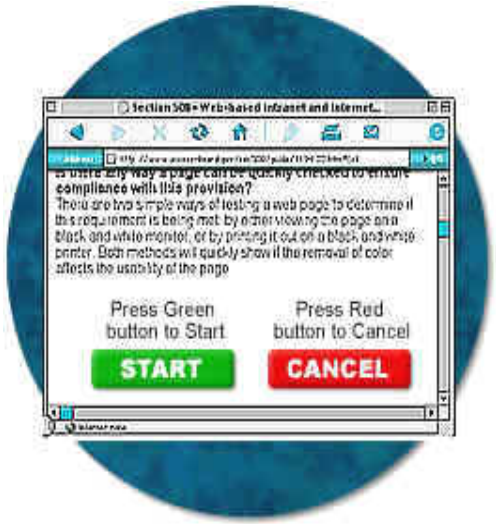
- **Self-Contained, Closed Products (AS Section 3.2.5) (Cont.)**
  - (e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anv time.

Understanding Accessibility Requirements (cont.)

- **Self-Contained, Closed Products (AS Section 3.2.5) (Cont.)**
  - (f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.

Understanding Accessibility Requirements (cont.)

- **Self-Contained, Closed Products (AS Section 3.2.5) (Cont.)**
  - (g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.



Understanding Accessibility Requirements (cont.)

- **Self-Contained, Closed Products (AS Section 3.2.5) (Cont.)**
  - (h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.

Understanding Accessibility Requirements (cont.)

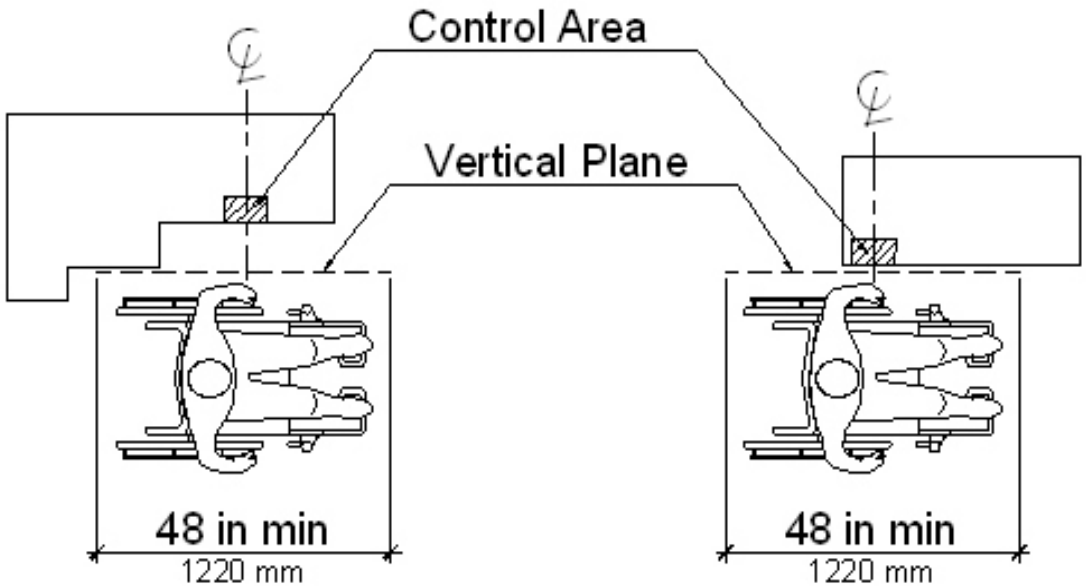
- **Self-Contained, Closed Products (AS Section 3.2.5) (Cont.)**
  - (i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.

Understanding Accessibility Requirements (cont.)

- **Self-Contained, Closed Products (AS Section 3.2.5) (Cont.)**
  - (j) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following:
    - **i. The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length.**

Understanding Accessibility Requirements (cont.)

- **Self-Contained, Closed Products (AS Section 3.2.5) (Cont.)**



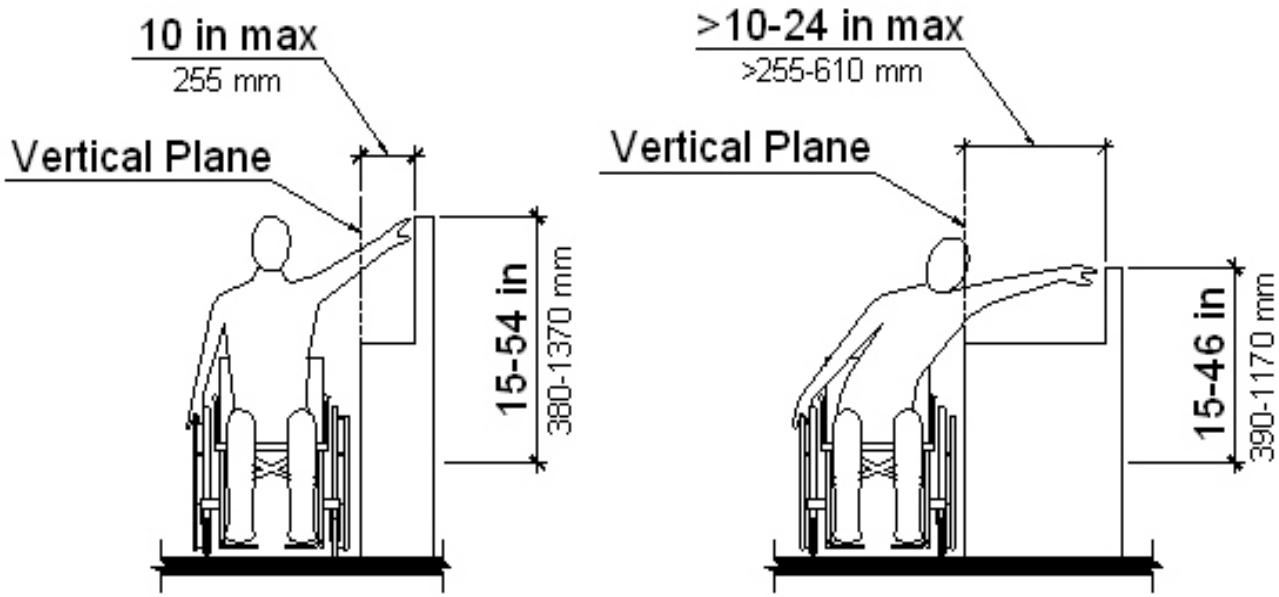
Vertical Plane Relative to the Operable Control

Understanding Accessibility Requirements (cont.)

- **Self-Contained, Closed Products (AS Section 3.2.5) (Cont.)**
  - i. Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.
  - ii. Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.
  - iii. Operable controls shall not be more than 24 inches behind the reference plane.

Understanding Accessibility Requirements (cont.)

- **Self-Contained, Closed Products (AS Section 3.2.5) (Cont.)**



Height of Operable Control Relative to the Vertical Plane

Understanding Accessibility Requirements (cont.)

- **Desktop and Portable Computers (AS Section 3.2.6)** ***(Accessibility in this Section is typically achieved through procurement of compliant products)***
  - This section focuses on keyboards and other mechanically operated controls, touch screens, use of biometric forms of identification, and ports and connectors.

Understanding Accessibility Requirements (cont.)

- **Desktop and Portable Computers (AS Section 3.2.6) (Cont.)**
  - (a) Products which have mechanically operated controls or keys, shall comply with the following:
    i. Controls and keys shall be tactilely discernible without activating the controls or keys.
    ii. Controls and keys shall be operable with one hand and shall not require tight grasping, pinching, or twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2 N) maximum.

Understanding Accessibility Requirements (cont.)

- **Desktop and Portable Computers (AS Section 3.2.6) (Cont.)**
  - iii. If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.
  - iv. The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.

Understanding Accessibility Requirements (cont.)

- **Desktop and Portable Computers (AS Section 3.2.6) (Cont.)**
  - (b) If a product utilizes touch-screens or touch-operated controls, an alternative input method shall be provided.

Understanding Accessibility Requirements (cont.)

- **Desktop and Portable Computers (AS Section 3.2.6) (Cont.)**
  - (c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.

Understanding Accessibility Requirements (cont.)

- **Desktop and Portable Computers (AS Section 3.2.6) (Cont.)**
  - (d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards.

Accessibility Toolkit

- **Accessibility Toolkit Overview**
  - Alternative Text Guidelines
  - Basics of Captioning for the Deaf and Hard of Hearing
  - Best Practices for Writing Voluntary Product Accessibility Template
  - Developing Accessible E-Learning
  - Developing Accessible Software Applications and Content
  - Developing Accessible Telecommunications
  - Developing Alternative Formats
  - External Resources – Where to Get Help
  - Insights into Accessibility Testing Tools: Are They Enough?
  - Legacy Systems and Accessibility

  (Available online at VITA's Website: http://www.vita.virginia.gov/docs/websiteStandards.cfm)

Break, Exhibit & Refreshments

Meeting Room E 11 C

(15 minutes)

Implementing Section 508 Throughout the United States Patent and Trademark Office

Mr. Fred DiFiore

Director of Section 508 & 504 Compliance, USPTO

Mr. Tamas Babinszki

Senior Accessibility Engineer, USPTO

Accessibility Implementation

- **New Technology:** Accessibility-related procurements, newly developed information technology, and substantially modified or substantially enhanced technology begun after January 4, 2006, must be completed in compliance with the requirements of the Standard.

- **Implementation Plan:** By May 4, 2006, each agency must develop and submit an implementation plan describing how they intend to meet or how they have already met the requirements of the Standard.

- **Existing Technology:** The agency must bring its existing technology into compliance as addressed in its implementation plan. Technology developed prior to January 4, 2006, is considered existing technology.

Contact Information

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TCC - Legal

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TecAccess – Technical Consulting

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Questions?

Break, Exhibit & Refreshments

Meeting Room E 11 C

Exhibitor Information

TecAccess

TecAccess is a U.S. Small Business Administration-certified 8(a), SDB, and Woman-Owned Small Business that specializes in Electronic & Information Technology (E&IT) Accessibility and Section 508 – Section 255 compliance solutions. Widely recognized as a leader in providing Section 508 compliance solutions to government, commercial, and educational institutions, TecAccess has conducted Section 508 compliance and IT accessibility consulting worldwide.

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Skillsoft:

SkillSoft is a leading provider of enterprise e-learning, with learning resources targeted to business and IT professionals. Accessible eLearning courseware - over 2,200 courses in Business, Information Technology, and personal development topics available on the State of Virginia contract. SkillSoft has spent years making our course accessible and moving towards Section 508 Compliance

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Exhibitor Information

Thomson NETg:

Thomson NETg is a global enterprise-learning leader delivering Integrated Learning solutions that include a comprehensive offering of high-quality instructional content, multiple delivery options, cutting-edge enabling technologies and a full range of expert consulting services. Thomson NETg has a philosophy we call "Fully Integrated Learning". This philosophy demonstrates and reinforces Thomson NETg's dedication to delivering learning products, services and programs that are accessible to all of our customers worldwide, including those customers with disabilities and those with age related impairments.

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Mercury

Mercury is the global leader in Business Technology Optimization (BTO). We are committed to helping customers worldwide optimize the business outcome of IT.

Our BTO offerings enable customers and partners to:

Govern and manage the priorities, processes, and people required to run IT like a business

Optimize the quality, performance, and availability of software applications

Mercury will be demonstrating tools that help manage compliance of Section 508 for both Web applications and Non-Web systems. These tools are also used to test the quality and performance of all Applications.

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Exhibitor Information

Merge Computer Group, Inc.

The Merge Computer Group provides usability consulting services to a variety of clients from small, non-profit organizations to large, international manufacturing companies to enable them to develop web sites and business applications that are more intuitive and easily-navigable by their respective customers and users.

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Avaya

A global leader in communication systems, applications, and services. With Avaya communication solutions enterprises can deploy systems that enable equal access to communications for the growing number of people inside and outside of their organization with sensory disabilities and special communications needs.

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Allen Corporation of America

Allen Corporation specializes in several major technology fields, including: Training and Distributed Learning; Logistics; Enterprise Management Solutions; Integrated Networks; and Information Technology.

The Training and Distributed Learning Division excels in the application of the Instructional Systems Design methodology and the development and delivery of custom ILT, CBT, WBT, IVT, and blended solutions that adhere to SCORM and Section 508-accessible standards.

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Exhibitor Information

HiSoftware

HiSoftware is a leading provider of software, services, and On-Demand solutions that test, repair, monitor and enforce audited Web content, quality, and regulatory compliance. The company's solutions empower content developers, Web site architects, and executives to work collaboratively to create and manage corporate Web standards for accessibility, financial banking compliance, privacy, operational security, search engine optimization (SEO), site quality and performance, and application transaction testing (AppTest).

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Adobe

Adobe Systems will be demonstrating accessibility techniques for PDF using Abode Acrobat, and for html using Adobe Dreamweaver 8.

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